

## **October 2024**

From: MMAMADI HM Mrs  
Received: 14 October 2024  
To: Jan Mofomme

Compliment: Always serving with smile and take time to listen and assist you. Ever since they are there for excellent and good service

From: MATUMBA N SGT  
Received:

To: Barileng Mahlangu

Compliment: Barileng was of great help and she's also a great communicator and she made my experience great.

From: MOSOANE B W/O  
Received:

To: Barileng Mahlangu

Compliment: Barileng was very friendly and assisted me with the problem that was giving me a headache for so long. I wish her good luck and keep up the good work.

From: SMIT P W/O

Received: 4 October 2024

To: Crystal Davids

Compliment: Thank you Crystal for the passionate way that you treated me. Much appreciated.

From: NTAPANE S W/O

Received: 4 October 2024

To: Cynthia Andrews

Compliment: She was very and resolved my problem the same day. She is really passionate in doing her work and assisting members in resolving them

From: SCHOLTZ L Capt.

Received: 15 October 2024

To: Denver Brown

Compliment: What a pleasure dealing with Mr Brown. Professional, friendly, and efficient. Thank you for your guidance and assistance.

From: MOLETE K W/O

Received: 10 October 2024

To: Dustin Terblanche

Compliment: Dustin from Polmed in Bloemfontein Free State..."what a humble person, I appreciate him" what a wonderful guy...

From: BALOYI D SGT

Received: 1 October 2024

To: Esther Chake

Compliment: The service was 110 percent keep the good work, may the good lord bless, I really appreciate your assistance

From: STOLTZ I Brig

Received: 23 October 2024

To: Ida Brazao

Compliment: Ida was quick and resolved my query immediately whilst telephonically attempts to resolve my query with the call centre was futile.

From: SGT M Sithole

Received: 30/09/2024

To: Zukiswa-Keswa

Compliment: Explanation was Great

From: L/COL KM Daniels  
Received: 30/09/2024  
To: Sivuyile-Nyamfu  
Compliment: Your service is great. Hassle free, keep up the great service you already providing. Well, done.

From: STUD H Tlou  
Received: 30/09/2024  
To: Motlalepule-Maake  
Compliment: Thank you, Maake, well received and appreciated. Keep up the good work you are doing.

From: Mr. G Vetten  
Received: 01/10/2024  
To: POLMED  
Compliment: Thank you so much for going the extra mile and checking claims for the year. It is exactly the 2 claims that the accounts department claims are unpaid. I have sent a previous mail to them stating that as far as I know POLMED has never not paid a claim from them. thank you so much for the confirmation.

From: SGT BP Mnyandu  
Received: 02/10/2024  
To: Muleki-Nedzamba  
Compliment: Thanks so much my query was attended and resolved shortly

From: W/O TD lavhelani  
Received: 02/10/2024  
To: Mpho-Mahumani  
Compliment: You are a star Mpho!

From: CAPT A Odendaal  
Received: 03/10/2024  
To: Ntombifuthi-Ramodike  
Compliment: Service and assistance were excellent

From: LCOL D Matthee  
Received: 03/10/2024  
To: Ethel-Reneke  
Compliment: Friendly and very helpful

From: SGT TM Brynard  
Received: 03/10/2024  
To: Melany-Morgan  
Compliment: Thank you so much

From: SGT DM Matamela  
Received: 03/10/2024  
To: Phumla-Xaso  
Compliment: Thx for the best service

From: Mr T Pero  
Received: 04/10/2024  
To: Nomfundo-Bhengu  
Compliment: You are all awesome!!!

From: CAPT R Nyawane  
Received: 04/10/2024  
To: Jeanette-Radebe

Compliment: Jeanette I would like to thank you for assisting me with my enquiry I made on the first of this month. Please assist other members, Almighty will bless you.

From: LCOL ME Hlalele

Received: 04/10/2024

To: Ntombinkulu-Cebekhulu

Compliment: I would like to know how long it will take for approval due to the selection of 3 quotations. Thank you in advance for helping your clients to meet them halfway due to difficult times.

From: CAPT JA Swartz

Received: 04/10/2024

To: Joy-Zuma

Compliment: Thank you, Joy, for making issues less complicated. I appreciate your assistance. Regards Capt. Swartz, Wynberg SAPS WC

From: SGT MC Ngobeni

Received: 04/10/2024

To: Joy Zuma

Compliment: Keep up the good work

From: Mrs. E Brown

Received: 05/10/2024

To: Sherene-Matthews

Compliment: Thank you for handling my request so quickly and without any trouble.

From: Mrs. A Fourie

Received: 05/10/2024

To: Ongezwa-Mayekiso

Compliment: I got assistance immediately and am so grateful

From: Mr. F Eksteen

Received: 05/10/2024

To: Ntombinkulu-Cebekhulu

Compliment: IT was a multiple Q and inteinging Q which covered a great deal of competence to resolved and care It was done at a most professional way Thanks

From: CAPT NA Mncube

Received: 07/10/2024

To: Letash-Bezuidenhout

Compliment: Much appreciated the way you handle the matter. Thank you

From: LCOL JF Meeding

Received: 07/10/2024

To: Roeshney-Le Roux

Compliment: Polmed service are always very sufficient

From: Mrs. AS Smit

Received: 07/10/2024

To: Patience-Maekisa

Compliment: She was excellent

From: SGT LR Aploon

Received: 08/10/2024

To: Ongezwa-Mayekiso

Compliment: Thank you very much, much appreciated. GOD bless you all.

From: W/O JF Van Rhyn

Received: 09/10/2024

To: Ntombinkulu-Cebekhulu

Compliment: Very satisfied, only one enquiry, and it was sent to the right dept, claim was sorted.

Thank you very much.

From: Mr. FA Maritz  
Received: 10/10/2024  
To: Sherene-Matthews  
Compliment: Good Service Thanks.

From: CAPT M Heunis  
Received: 10/10/2024  
To: Ntshuxeko-Vukeya  
Compliment: I can't complain with the speedy response on my query. It was resolved appropriately.

From: Mrs. DC Van Heerden  
Received: 10/10/2024  
To: Lucy-Dube  
Compliment: Lucy answered my query to great satisfaction. Thank you, Lucy, you are a star

From: CAPT NC Birch  
Received: 10/10/2024  
To: Ntombinkulu-Cebekhulu  
Compliment: Thank you for your help, time and professionalism. Great to say I am a Polmed member. Keep up the good work?

From: J.T. Combrink  
Received: 11/10/2024  
To: Dumisani Malaza  
Compliment: Hi Dumisani, please except my sincere appreciation for your excellent and professional service to me in helping and assistance in order to rectify and negotiations with Clicks Pharmacy to received my prescription medication after an administration glitch regarding my medication, as well as the regular feedback you gave in this process which leads up to a speedy correction of this problem. I also can mention that this was not the first time you rendered your assistance in order to obtained medication in advance when I went to Namibia to visit family and friends. Again, thank you very much for your always friendly assistance, you are asset to the members of POLMED and I wish you all the best in your career.

From: LCOL PC Brand  
Received: 11/10/2024  
To: Mpho-Mahumani  
Compliment: Thank you for your prompt assistance Mpho

From: SGT LA Kekana  
Received: 11/10/2024  
To: Lucy-Dube  
Compliment: Thanks, Polmed for the service we are getting

From: Mrs. MS Koka  
Received: 11/10/2024  
To: Simon-Court  
Compliment: Thank you

From: CNST T Ngobeni  
Received: 12/10/2024  
To: Ongezwa-Mayekiso  
Compliment: Excellent service

From: CNST P Mgashe  
Received: 12/10/2024  
To: Nobaningi-Ntanda  
Compliment: Good work, keep it up.

From: W/O R Nundlall  
Received: 13/10/2024  
To: Nobanangi-Ntanda  
Compliment: Miss Ntanda and polmed thank you for everything. U made life easier. God bless

From: Brig C Heath  
Received: 13/10/2024  
To: Nobanangi-Ntanda  
Compliment: Very professional, friendly and helpful...

From: W/O G Naicker  
Received: 13/10/2024  
To: Tayibah-Rosenberg  
Compliment: Thank you for your service

From: W/O MH Molebiemang  
Received: 14/10/2024  
To: Cynthia-Madalane  
Compliment: I'm contend

From: W/O MH Molebiemang  
Received: 14/10/2024  
To: Cynthia-Madalane  
Compliment: Satisfied

From: CNST N Dlamini  
Received: 14/10/2024  
To: Ongezwa-Mayekiso  
Compliment: She assisted me very well and i was satisfied.

From: Mr. OM Prinsloo  
Received: 14/10/2024  
To: Tebogo-Kekana  
Compliment: Thanks for the speedy reply.

From: W/O J Van Wyk  
Received: 18/10/2024  
To: Mabel-Modise  
Compliment: Thank you for the prompt reply.

From: W/O AC Stemmet  
Received: 18/10/2024  
To: Sherene-Matthews  
Compliment: Excellent service thank you

From: SGT Z Mfengu  
Received: 18/10/2024  
To: Phumla-Xaso  
Compliment: Thank you and keep up the good work I appreciate it.

From: W/O NP Mohale  
Received: 18/10/2024  
To: Sherene-Matthews  
Compliment: Thank you very much

From: Mrs. EM De Bruin  
Received: 18/10/2024  
To: Tayibah-Rosenberg  
Compliment: Terry, you handled my claim in less than 24 hours. Thank you and well done.

From: LCOL E Botha  
Received: 19/10/2024  
To: Roeshney-Le Roux  
Compliment: Thank you. Friendly and effective service.

From: Mrs S Saayman  
Received: 20/10/2024  
To: Patience-Mahlangu  
Compliment: Thanks

From: CAPT M Mckerry  
Received: 20/10/2024  
To: Muleki-Nedzamba  
Compliment: Keep up the good work

From: SGT J Sibiya  
Received: 20/10/2024  
To: Heather-Williams  
Compliment: Thank you so much for your quick response, your service was very good.

From: SGT A Baron  
Received: 20/10/2024  
To: Joy-Zuma  
Compliment: Joy Zuma was very helpful and friendly and explained the process to my satisfaction her time and effort was appreciated

From: LCOL JC Rall  
Received: 20/10/2024  
To: Ntombinkulu-Cebekhulu  
Compliment: Thanks for your help

From: Mrs. T Kruger  
Received: 20/10/2024  
To: Ethel-Reneke  
Compliment: Thank you sy was baie vriendelik en behulpsaam

From: LCOL MF Ledwaba  
Received: 19/10/2024  
To: Sherene-Matthews  
Compliment: Thanks very for being given such a dignified treatment. I very much proud to be a member of Polmed. The information was clearly communicated to me, and I am very much happy to be given this important information. Sherene is the right person to be where she is working since, she takes the interest of M embers at heart. She deserves to be applauded for the good job.

From: CAPT AM De Beer  
Received: 20/10/2024  
To: Ntshuxeko-Vukeya  
Compliment: Keep up the good work it shows that you have pride in what you do

From: COL PF Molitsoane  
Received: 21/10/2024  
To: Xola-Mdywe  
Compliment: I was assisted every request made in a speedily manner.

From: Mr. RP Van Wyk  
Received: 21/10/2024  
To: Chuma-Mroxiso  
Compliment: Thanks for good service.

From: SGT MA Mngomezulu

Received: 21/10/2024  
To: Joy-Zuma  
Compliment: Thank you for excellent service, keep it up

From: CNST JA Jantjies  
Received: 21/10/2024  
To: Mabel-Modise  
Compliment: Would just like for an quicker response, i had to send another email for the actual response, overall was good

From: Mr. E Botha  
Received: 22/10/2024  
To: Ntshuxeko-Vukeya  
Compliment: Thank you for your help Ntshuxeko

From: CNSR AL Van Biljon  
Received: 22/10/2024  
To: Mpho Mahumani  
Compliment: Thank you so much for the response and for the excellent service. I honestly appreciate the trouble you went through and for your thorough guidance to get the claim paid. I appreciate it. Thank you!!!

From: Mrs. B Van De Haar  
Received: 23/10/2024  
To: Nonhlanhla-Thulo  
Compliment: My compliments to MsN Thulo.

From: W/O WD Botha  
Received: 24/10/2024  
To: Motlalepule-Maake  
Compliment: Keep up the good work

From: CAPT E Grove  
Received: 25/10/2024  
To: Joy-Zuma  
Compliment: Joy answered my question 120% and was very thorough thank you!

From: LT EM Marx  
Received: 25/10/2024  
To: Retshidisitsoe-Kharara  
Compliment: Thanks for the quick respond and helping me

From: CNST KPL Chaphi  
Received: 25/10/2024  
To: Patience-Maekisa  
Compliment: Thank you for your help and I will be sending a rectified application ASAP. Stay blessed

From: STUD TE Tshithivhe  
Received: 25/10/2024  
To: Nonhlanhla-Thulo  
Compliment: Good

From: CNST KJ Pitso  
Received: 26/10/2024  
To: Patience-Mahlangu  
Compliment: Jabulile Mahlangu gave me a wonderful service that was beyond my expectations. Thank you very much Jabu and the Polmed team.

From: W/O ABJ Prinsloo  
Received: 27/10/2024

To: Polite-De Kock  
Compliment: Very professional and fast response

From: Mr JH Nortje  
Received: 27/10/2024  
To: Thato-Mofokeng  
Compliment: He was professional in every way

From: Mr JC Mouton  
Received: 26/10/2024  
To: Jeanette-Radebe  
Compliment: Thank you for your kind and prompt help. You took time and patience to explain. A pleasure to have spoken to you.

From: L/COI A Alberts  
Received: 28/10/2024  
To: Mpho-Mahumani  
Compliment: Thank you

From: W/O Z Neppen  
Received: 28/10/2024  
To: Phindile-Hlalukana  
Compliment: I had to go for an Ultrasound & asked for an authority number, though we did not need an authority number & it was clarified in quick response. Thank you very much.

From: CAPT F Bellingan  
Received: 28/10/2024  
To: Melany-Morgan  
Compliment: Never had any problems with POLMED. Well done. Thank you.

From: BRIG J Van der Westhuizen  
Received: 28/10/2024  
To: Ethel-Reneke  
Compliment: Thank you

From: SGT TF Mdunyelwa  
Received: 28/10/2024  
To: Phindile-Hlalukana  
Compliment: I'm very thankful for being assisted by such a helpful staff

From: Mrs. KC Conradie  
Received: 10/28/2024  
To: Simphiwe-Ncanana  
Compliment: Very helpful and friendly

From: W/O S Van der Merwe  
Received: 30/10/2024  
To: Phindile-Hlalukana  
Compliment: Professional and kind. Outstanding service!

From: W/O S Van Der Merwe  
Received: 30/10/2024  
To: Phindile-Hlalukana  
Compliment: Professional and kind. Outstanding service!

## **November 2024**

From: HERBERT DR COL

Received: 27 November 2024

To: Gareth Thomas

Compliment: Gareth was very helpful and provided advise on how to deal with my issue going forward. Very knowledgeable person indeed.

From: RAMANEELLA M W/O

Received: 28 November 2024

To: Heather Williams

Compliment: Heather, you always come out tops when it comes to helping me with the queries I may have. Always listening very attentively with that special smile of yours and helping out as quick as you can. Wish you all the best at all times and thanx very much.

From: ESPAG WA LCOL

Received: 13 November 2024

To: Izolde Groenewald

Compliment: Dear Izolde, thank you very much for providing such a great attitude to assist even when you were supposed to be on your lunch time. Your professional service makes an absolute pleasure to visit Poled. Well done for making a huge difference! Regards Wimpie Espag

From: SITHOLE L CNST

Received: 29 November 2024

To: Jonathan Mavunda

Compliment: I would like to thank Jonathan for his outstanding service, he really helped me, I was hopeless that my queries will ever be resolved but he has given me hope. Thank Jonathan you are the best

From: MATSHEKA MP CAPT

Received: 1 November 2024

To: Maureen Maasdorp

Compliment: I have no doubt on Maureen she is always helping me and always leaving the office been happy and always solving my problem for that day as well as her co-workers I'm always visiting the office with confidence knowing that I'm going to get help

From: HLAHLENI N SGT

Received: 19 November 2024

To: Melany Morgan

Compliment: I would like to thank Melany for her kindness she's not just an ordinary person to me, she's like a sister with beautiful heart she always encourages me to fight my sickness, i wish her the best in life, and all her wishes comes true

From: LOUW C W/O

Received: 11 November 2024

To: Melvin Fritz

Compliment: He is always willing to assist and handle one 'with the utmost respect and professionalism expected of a public servant. He is both an asset to the scheme and members alike.

From: VUSO BBN Miss

Received: 12 November 2024

To: Moffat Ngcongo

Compliment: Mr Ngcongo was so friendly communicating also helpful. I've got answers of everything I needed to know. Thanks to Mr Ngcongo and his Manager

From: CHAUKE M W/O

Received: 1 November 2024

To: Moshala Mapeko

Compliment: Sesi Merriam you are one in millions. Your commitment and dedication in assisting the clients is itself testimonial that you are taking your career as calling. I hope and wish the entire employees of Medscheme could be humble and have perseverance like you.

From: APHANE K W/O

Received: 4 November 2024

To: Ndumiso Radebe

Compliment: Ndumiso is always ready to assist and always explains things clearly and in an understandable manner. I am very happy with his passion for his work and excellent client service skills.

From: KUBEKA X CNST

Received: 13 November 2024

To: Nomfundo Bhengu

Compliment: She is always very professional and desires to give best service ever. Continue to strive Nomfundo

From: BEZANA Y CNST

Received: 1 November 2024

To: Ntombikayise Mei

Compliment: Ntombikayise is such a doll, she's patient always willing to assist because it wasn't the first time dealing with her. She would make sure u leave satisfied and shares all the necessary information that can be of assistance.

She makes it easy for you as a client to be able to ask anything you want to know freely.

From: VAN DEN BERG CC W/O

Received: 4 November 2024

To: Roeshney Le roux

Compliment: Roeshney your service was excellent, and you know what you are doing, you solved my query, thank you

From: THABETHE WZ W/O

Received: 19 November 2024

To: Samantha Padayachee

Compliment: Miss Samantha was so helpful, and she is a nice person and helpful and she always smiling, and I wish her all the best and she must continue with her good job

From: FOURIE GJ W/O

Received: 18 November 2024

To: Shahieda Solomons

Compliment: Thank you for regularly making a turn at our offices and always conducting yourself with a big smile. it brightens up our day. thank you.

From: CNST L Mahaye

Received: 31/10/2024

To: Phindile-Hlalukana

Compliment: Professional

From: SGT MI Nyusile

Received: 31/10/2024

To: Letach-Bezuidenhout

Compliment: Every query I submitted was attend quick and solved

From: Mr. D Vermaak

Received: 01/11/2024

To: Lucy-Dube

Compliment: Lucy was helpful and very efficient

From: Mrs. HM Nagel

Received: 02/11/2024

To: Polite-De Kock  
Compliment: She assisted me and was very helpful and friendly

From: Mrs. P Sibiya  
Received: 02/11/2024  
To: Sivuyile-Ncanywa  
Compliment: Absolutely fantastic and perfect professionalism

From: Mrs. G Janse Van Rensburg  
Received: 02/11/2024  
To: Polite-De Kock  
Compliment: Am very satisfied with the response as well as speed it was replied to.

From: CAPT JP Pieterse  
Received: 02/11/2024  
To: Jeanette-Radebe  
Compliment: Compliments are in order. Jeanette Radebe was most helpful and friendly

From: BRIG SF Engelbrecht  
Received: 02/11/2024  
To: Lucy-Dube  
Compliment: Good service

From: CAPT G Hough  
Received: 04/11/2024  
To: Mabel-Modise  
Compliment: Thank you for your professional conduct

From: CAPT SS Viviers  
Received: 04/11/2024  
To: Nobaningi-Ntanda  
Compliment: Very good service

From: Mr. P Schoeman  
Received: 04/11/2024  
To: Joy-Zuma  
Compliment: Thank you she's very nice

From: SGT JC Cottle  
Received: 05/11/2024  
To: Sivuyile-Ncanywa  
Compliment: Good service. Thank you

From: Mrs. C Willemsse  
Received: 06/11/2024  
To: Jeanette-Radebe  
Compliment: Ek het net goeie terug voering en diens van haar gekry.

From: Mr. F Stoffberg  
Received: 07/11/2024  
To: Mabel-Modise  
Compliment: Very efficient and friendly

From: SGT GJ Faber  
Received: 07/11/2024  
To: Bongeka-Mkhize  
Compliment: Excellent

From: CAPT Z Marashula  
Received: 08/11/2024

To: Thabile-Thaane  
Compliment: Everything as perfect must keep the good work up

From: CAPT IB Van Zyl  
Received: 08/11/2024  
To: Nobaningi-Ntanda  
Compliment: Always knowing that Polmed will satisfy your need to solve a problem. Most appreciated.

From: CAPT IS Williams  
Received: 08/11/2024  
To: Roseline-Mahakwe  
Compliment: Great service thank you

From: W/O M Joubert  
Received: 08/11/2024  
To: Jeanette-Radebe  
Compliment: Thank you for your quick response

From: LTCOL DJM Steyn  
Received: 08/11/2024  
To: Tebogo-Kekana  
Compliment: Thx for understanding my dilemma

From: W/O DD Pienaar  
Received: 08/11/2024  
To: Mpho-Mahumani  
Compliment: Extremely Excellent!!!

From: W/O M Van Wyk  
Received: 08/11/2024  
To: Thabile-Thaane  
Compliment: Very kind and helped to fix it

From: SGT H Van der Schyff  
Received: 11/11/2024  
To: Mpho-Mahumani  
Compliment: NO ALL GOOD NO COMPLAINS VERY HELPFUL

From: Mr. JP Coetzee  
Received: 11/11/2024  
To: Nomboniso-Tshongwana  
Compliment: Amazing service and quick response. Thanks so much!

From: Mr. I Bux  
Received: 11/11/2024  
To: 11/11/2024  
Compliment: Thanks for the excellent service

From: SGT S Pandaram  
Received: 11/11/2024  
To: Courthney-Harry  
Compliment: Excellent service. Thank you.

From: W/O JT Kgosinyana  
Received: 11/11/2024  
To: Ntombinkulu-Cebekhulu  
Compliment: She helped and guided me about the benefits i have which the scheme provides annually

From: SGT M Hlongwe  
Received: 11/11/2024  
To: Jeanette-Radebe  
Compliment: Excellent job

From: STUD CS Mokhobo  
Received: 11/11/2024  
To: Phumla-Xaso  
Compliment: Thank you very much my God bless you

From: CAPT LG Jooste  
Received: 12/11/2024  
To: Bridgette-Motsinoni  
Compliment: Quick and efficient response, thank you

From: Mr. L van Vuuren  
Received: 12/11/2024  
To: Tebogo-Kekana  
Compliment: Thank you Tebogo. I am grateful for you service and prompt feedback. Keep up the good work.

From: CAPT W Engelbrecht  
Received: 12/11/2024  
To: Ntombinkulu-Cebekhulu  
Compliment: Service was excellent

From: LCOL MT Ramoshaba  
Received: 12/11/2024  
To: Tebogo-Kekana  
Compliment: Thanks for good service

From: Mr. L Van Vuuren  
Received: 11/12/2024  
To: Tebogo-Kekana  
Compliment: Thank you Tebogo. I am grateful for you service and prompt feedback. Keep up the good work.

From: COL JM Motaung  
Received: 13/11/2024  
To: Ntshuxeko-Vukeya  
Compliment: Keep up the good work

From: SGT PB Nale  
Received: 13/11/2024  
To: Sherene-Matthews  
Compliment: I am very happy with your service

From: SGT EE Thekiso  
Received: 15/11/2024  
To: GOOD JOB KEEP IT UP  
Compliment: GOOD JOB KEEP IT UP

From: LCOL TI Ntshodishane  
Received: 15/11/2024  
To: Phumla-Xaso  
Compliment: Keep up the work, well done I'm really impressed as you explained to me exactly what was required in order my request to be successful

From: Mr. ME Kubeka  
Received: 16/11/2024

To: Heather-Williams  
Compliment: Keep up the good work

From: CNST I Ramafalo  
Received: 16/11/2024  
To: Retshiditsoe-Kharara  
Compliment: Very excellent service keep it up  
I really appreciate what you did to me  
And you were very professional

From: STUD WL Zuma  
Received: 16/11/2024  
To: Ntombinkulu-Cebekhulu  
Compliment: Miss Cebekhulu assisted me and i was happy with her assistance

From: CAPT HJ Stander  
Received: 17/11/2024  
To: Joy-Zuma  
Compliment: Thank you Joy, I appreciate your help. Keep up the good work.

From: BRIG J Theron  
Received: 17/11/2024  
To: Thato-Mofokeng  
Compliment: We are happy with the fast and efficient help of Thato Mofokeng. Thank you very much.

From: W/O E Engelbrecht  
Received: 17/11/2024  
To: Jeanette-Radebe  
Compliment: Been through a very serious operation an Polmed was there for me taking care of all the administration very grateful

From: BRIG J Minnaar  
Received: 17/11/2024  
To: Nobaningi-Ntanda  
Compliment: I send my tax number on your request.

From: W/O A Augustyn  
Received: 17/11/2024  
To: Betty-Sindane  
Compliment: Her service was good please thank her

From: W/O MP Raolane  
Received: 17/11/2024  
To: Veronica-Malope  
Compliment: Not at the moment.

From: W/O LB Groenewald  
Received: 17/11/2024  
To: Mpho-Neshehe  
Compliment: Outstanding service

From: W/O M Patel  
Received: 17/11/2024  
To: Mpho-Mahumani  
Compliment: Thank you for your help I really appreciate it. But I am sitting with huge medical bills

From: STUD WL Zuma  
Received: 17/11/2024  
To: Ntombinkulu-Cebekhulu  
Compliment: Miss Cebekhulu assisted me and i was happy with her assistance

From: CAPT LM Le Tape  
Received: 18/11/2024  
To: Jeanette-Radebe  
Compliment: Very good service Thank you

From: CAPT C Mammoszer  
Received: 18/11/2024  
To: Nobaningi-Ntanda  
Compliment: Thank you for your professionalism

From: SGT VJ Sibanyoni  
Received: 19/11/2024  
To: Eva-Nagel  
Compliment: Keep up the good work

From: STUD K Rankune  
Received: 20/11/2024  
To: Heather-Williams  
Compliment: I was satisfied with the response

From: LCOL NF Pretorius  
Received: 21/11/2024  
To: Valerie-Ruiters  
Compliment: Good service

From: GMAJ RS Pillay  
Received: 21/11/2024  
To: Boitumelo-Edmunds  
Compliment: I am very happy with the response from Boitumelo. God bless you.

From: CNST P Mtolo  
Received: 21/11/2024  
To: Joy-Zuma  
Compliment: Thanks for your quick response keep up the good work

From: SGT ME Shandu  
Received: 21/11/2024  
To: Nomboniso-Tshongwana  
Compliment: No comments, keep the same standard.

From: Mr. GD Van Lill  
Received: 22/11/2024  
To: Boitumelo-Edmunds  
Compliment: Excellent service the best, Thanks a million

From: STUD L Bogopa  
Received: 22/11/2024  
To: Boitumelo-Edmunds  
Compliment: My query was resolved, and I am happy with Boitumelo's assistant

From: STUD MY Ramosito  
Received: 22/11/2024  
To: Muleki-Nedzamba  
Compliment: I received help that I needed. Thank you.

From: LCOL AF Maele  
Received: 23/11/2024  
To: Patience-Maekisa  
Compliment: Keep up the good work and thank you for your cooperation, assistance and support

From: Mr. GD van Lill  
Received: 23/11/2024  
To: Boitumelo-Edmunds  
Compliment: Excellent service thanks

From: W/O P Dlamini  
Received: 23/11/2024  
To: Tayibah-Rosenberg  
Compliment: Do what you did to me to all Polmed members

From: CNST M Aphane  
Received: 23/11/2024  
To: Heather-Williams  
Compliment: Compliment to the team, easy access and they prioritize clients, let it be not only me who receives such excellent service

From: W/O AB Prinsloo  
Received: 24/11/2024  
To: Tayibah-Rosenberg  
Compliment: I thank you for your help and the way you responded. Most appreciated

From: CNST LP Ndaba  
Received: 24/11/2024  
To: Muleki-Nedzamba  
Compliment: Keep it up the good work

From: CNST B Maharaj  
Received: 24/11/2024  
To: Muleki-Nedzamba  
Compliment: You guys did a fantastic job to sort out the query. Fast and sufficient. Very respectful assistants. I would recommend that POLMED must investigate it and promote you guys. Outstanding customer service.

From: W/O WD Botha  
Received: 23/11/2024  
To: Ntombinkulu-Cebekhulu  
Compliment: Very helpful and friendly. It was a pleasure to deal with Ntombinkulu

From: Mrs. ME Swart  
Received: 25/11/2024  
To: Roeshney-Le Roux  
Compliment: Excellent service received!! Very happy!!

From: Mr. J Lidderd  
Received: 25/11/2024  
To: Phumla-Xaso  
Compliment: Thanks for your effort and keep it up!!!!@

From: Mr. SW Basson  
Received: 25/11/2024  
To: Ntombinkulu-Cebekhulu  
Compliment: Very good service

From: SGT OL Kumwenda  
Received: 25/11/2024  
To: Sherene-Matthews  
Compliment: I am very impressed with the quality of service provided to me and I urge you continue doing the good work to your members.

From: Mr. J Dawson  
Received: 28/11/2024  
To: Itumeleng-Hloshe

Compliment: Thank you for the feedback, into obtaining the authorization number. Please note that for the past 6months, me and dependant 02 is only using this email and cell phone number. Please ensure that previous contact number 0837895332 be removed from the system. Keep up the excellent work! Greatly appreciated

From: Col LH Meiring  
Received: 28/11/2024  
To: Heather-Williams

Compliment: Thank you for updating my new address details. Appreciated

From: Col LH Meiring  
Received: 28/11/2024  
To: Heather-Williams

Compliment: Thank you for updating my new address details. Appreciated

### **December 2024**

From: MAKGATHO MJ MRS  
Received: 17 December 2024  
To: Barileng Mahlangu

Compliment: Barileng your services are always perfect in line with the Batho Pele principles. Kindly maintain the same standard. It is so amazing. Thanks very much and highly appreciated.

From: MOHLALA NA CNST  
Received: 17 December 2024  
To: Chesline Rorke

Compliment: Chesline was very friendly, provided me with critical information, and he was easy to interact with and he answered all my questions.

From: BUCHENRODER R SGT  
Received: 18 December 2024  
To: Denver Brown

Compliment: Always a pleasure visiting the office, the warmth of the staff and the professionalism is top class. keep it up Denver and team

From: AZEEZ G W/O  
Received: 9 December 2024  
To: Elisabeth Yegappen

Compliment: Thank you Elisabeth for an excellent service! You really made my visit at Polmed an easy one! Continue being so polite and easy to talk to. I hope your management sees your hard work and gives you a better position coz you deserve it!

From: ZAAL J W/O  
Received: 4 December 2024  
To: Melvin Fritz

Compliment: Mr Fritz has always been helpful to us through the many years we dealt with him. He is always friendly and helpful.

Thank you, Mr Fritz,

From: MATSHIDZE T W/O  
Received: 10 December 2024  
To: Mildred Sesoko

Compliment: I'm happy with the service that i received from Ma'am Sesoko was very helpful and patient with me. Much appreciated

From: BASSON A W/O

Received: 1 December 2024

To: Mildred Sesoko

Compliment: Mildred is the most helpful friendly and efficient consultant that spend time to listen to your problems. She has a calm demeanour which make you feel at ease. Patient and knowledgeable. She is a shining star.

From: MNGQONGIWE N W/O

Received: 20 December 2024

To: Moffat Ngcongco

Compliment: The guy knows his job very well and very friendly towards the clients, which is exactly the service we want /need as clients. Thank you so much enjoy your holiday.

From: MOGALE KM STUD

Received: 21 December 2024

To: Moshala Mapeko

Compliment: She patiently helped me to understand that I've received different emails with the same information and that no extra claims were done from my account. She was very helpful.

From: LABUSCHAGNE T L/COL

Received: 5 December 2024

To: Motlalepule Maaake

Compliment: Motlalepule thank you so much for your passion and your kindness in going out of your way to assist us as well as your patience  
We will never forget you and the difference you made in our lives

From: DUKUZA A CNST

Received: 20 December 2024

To: Nocawe Matutu

Compliment: I received the best service from Nocawe. She's passionate about her job and went an extra mile to answer all my questions and concerns. I rate her a 5 star

From: DUNGA N CNST

Received: 11 December 2024

To: Nomboniso Tshongwana

Compliment: She is very humble and at the same time dedicated to her work. She is a hard worker and passionate. Another thing, the approach she uses is so politely

From: LCOL P Stevens

Received: 29/11/2024

To: Joy-Zuma

Compliment: Thank you for your prompt reaction in resolving the matter with the unpaid medical claim for my x-rays on the 29th of Nov. Your assistance is highly appreciated. Kind regards and a big hug from myself to you. Petro Stevens

From: Mr. D Carpenter

Received: 29/11/2024

To: Nokuthula-Ngcobo

Compliment: Thanks for the quick reply

From: SGT Z Keetse

Received: 29/11/2024

To: Tshupo-Mohale

Compliment: I'm impressed about Tshupo's email responding to my request. And provided notifications and clarity about doctor's nomination and application of new cards

From: SGT NN Maqoko

Received: 30/11/2024

To: Kgomotso-Lehlongwane

Compliment: My query was resolved, and she gave me the information regarding my query

From: Mrs. EP Wallis  
Received: 30/11/2024  
To: Kgomotso-Lehlongwane  
Compliment: Kgomotso immediately solved my query. Fast and efficient. Thank you!

From: LCOL G Breedt  
Received: 30/11/2024  
To: Kgomotso-Lehlongwane  
Compliment: Thank you very much for your assistance as we were stressed out the account, much appreciated.

From: Mrs. JE Heyns  
Received: 30/11/2024  
To: Elisabeth-Yegappen  
Compliment: She was so helpful, Thank you so much

From: W/O D Roos  
Received: 02/12/2024  
To: Mpho-Mahumani  
Compliment: Job done well thank you.

From: Mr. L Swanepoel  
Received: 04/12/2024  
To: Ongezwa-Mayekiso  
Compliment: Thank you very much.

From: W/O RHJ Olivier  
Received: 04/12/2024  
To: Tebogo-Kekana  
Compliment: Excellent service POLMED is lucky to have staff like her  
Please pass this to her.

From: W/O DMI Podile  
Received: 04/12/2024  
To: Ipeleng-Serobatse  
Compliment: I really appreciate the way you handled my query fast efficient, and I'm really satisfied.  
You gave me satisfactory feedback in time and the outcome was what you informed me it will be.  
Really happy and satisfied

From: W/O A Du Plessis  
Received: 05/12/2024  
To: Ipeleng-Serobatse  
Compliment: Thanks for helping our members

From: W/O DMI Podile  
Received: 05/12/2024  
To: Ipeleng-Serobatse  
Compliment: I really appreciate the way you handled my query fast efficient, and I'm really satisfied.  
You gave me satisfactory feedback in time and the outcome was what you informed me it will be.  
Really happy and satisfied

From: W/O KE Mofokeng  
Received: 06/12/2024  
To: Thato-Mofokeng  
Compliment: Got helped with love

From: CAPT DI Burger  
Received: 06/12/2024  
To: Simon-Court  
Compliment: Immediate and effective resolution

From: STUD TE Jili  
Received: 06/12/2024  
To: Nobaningi-Ntanda  
Compliment: All was perfect! I am impressed

From: Ms. J Van Rooyen  
Received: 07/12/2024  
To: Tebogo-Kekana  
Compliment: You guys are always helpful and understanding. Proud to be affiliated with awesome people like you. Thank you

From: CAPT BG Manzoni  
Received: 08/12/2024  
To: Courthney-Harry  
Compliment: Hi thanks you were very helpful and efficient

From: COL D Moloji  
Received: 08/12/2024  
To: Thato-Mofokeng  
Compliment: Thato is very professional and assisted me quickly, I appreciate his quick response to my query

From: W/O MJ Esterhuizen  
Received: 08/12/2024  
To: Kegomoditswe-Mashishi  
Compliment: Did a great job, response was easy to understand and very clear. I got exactly what I wanted. Thank you

From: SGT B Booie  
Received: 08/12/2024  
To: Heather-Williams  
Compliment: It's very much appreciated with a response so quick keep up your good work thank you

From: CNST T Sebapo  
Received: 08/12/2024  
To: Tebogo-Kekana  
Compliment: My query was resolved very fast, thank you for excellent service.

From: Mrs. J Doig  
Received: 07/12/2024  
To: Clifford-Tutu  
Compliment: I found Clifford Tutu to be very kind and helpful and who explained very clearly to me how the system works on the admin side which regarding emails. Polite, understanding and patient. Exactly what a client needs when they have a query. Many thanks Clifford, God bless you and thank you for your assistance.

From: SGT AS Sikosana  
Received: 09/12/2024  
To: Nobaningi-Ntanda  
Compliment: Excellent service

From: LTCOL DJM Steyn  
Received: 09/12/2024  
To: Xola-Mdywe  
Compliment: I always have the freedom to explain my concerns to POLMED, and people like Xola makes it easy to get a swift answer

From: Mrs. ME Helberg  
Received: 09/12/2024

To: Sivuyile-Ncanywa

Compliment: Thank you for professional and clear help. Thank you for listening and understanding me in my broken English, although I am Afrikaans...do appreciate. Kind regards.

From: CAPT O Pilkington

Received: 10/12/2024

To: Tebogo-Kekana

Compliment: Thank you Tebogo for the quick reply on supplying my Oncology ICD code

From: Mrs. BG Du Plessis

Received: 12/12/2024

To: Muleki-Nedzamba

Compliment: Thank you for your quick response

From: W/O W Ackerman

Received: 12/12/2024

To: Marius-Henn

Compliment: Ek het my inligting verskaf, en hy het aan my 'n suksesvolle antwoord verskaf. Ek is dus tevrede dat my inligting op datum is.

From: COL L Wissing

Received: 12/12/2024

To: Bongeka-Mkhize

Compliment: She was an absolute star. She assisted me friendly and was very professional. It was the first time I experienced this service at the call centre. Thank you Bongeka for helping me the way you did. God Bless you!!!!

From: CNST N Zekevu,

Received: 12/12/2024

To: Zanele-Mnyakeni

Compliment: Good job

From: BRIG JA Le Roux

Received: 13/12/2024

To: Thato-Mofokeng

Compliment: Very good

From: Mr. W Badenhorst

Received: 14/12/2024

To: Mpho-Mahumani

Compliment: Very satisfied and the professional way the matter was resolved

From: COL P Loock

Received: 15/12/2024

To: Thabile-Thaane

Compliment: Thanks, keep up your good work

From: L/LOC MD Malatshe

Received: 15/12/2024

To: Bongeka-Mkhize

Compliment: Thank you for giving attention to my query and responding to me. I hope and believe that with the additional information that I was requested to submit, that I will finally be assisted. Thanks again for your quick response.

From: STUD RN Komako

Received: 15/12/2024

To: Joy-Zuma

Compliment: The service was satisfactory

From: W/O E Zaaiman

Received: 17/12/2024

To: Jeanette-Radebe

Compliment: A big THANK YOU to Jeanette Radebe for her prompt responds and assistance. It's heartwarming to know that we have such good and well-trained people at Polmed.

You surely are an asset to Polmed!

From: Ms M Van Zyl

Received: 19/12/2024

To: Boitumelo-Edmunds

Compliment: Thanks for the prompt response

From: Mrs. S Stassen

Received: 20/12/2024

To: Mpho-Mahumani

Compliment: Thank you for the quick response!!

From: W/O P Roodman

Received: 20/12/2024

To: Thato-Mofokeng

Compliment: Thank you to Thato Mofokeng for his good work.

From: LCOL R Van Onselen

Received: 21/12/2024

To: Eva-Nagel

Compliment: Thanks for the feedback

From: SGT L Motsemme

Received: 21/12/2024

To: Sherene-Matthews

Compliment: I'm really over the moon by the way polmed assisted me. And I would like to say...

Forward we go polmed

Thank you

From: SGT P Chabalala

Received: 21/12/2024

To: Patience-Maekisa

Compliment: She was very good to me, and I would like to thank her for listening to me on that day

From: SGT D Zungu

Received: 22/12/2024

To: Veronica-Malope

Compliment: Veronica Malope, you know your job and attend my query with professionalism, and I hope my compliance will be dealt with very soon.

From: SGT T Mdayi

Received: 22/12/2024

To: Joy-Zuma

Compliment: The service was excellent keep it up the good work

From: SGT GD Mhlongo

Received: 20/12/2024

To: Jeanette-Radebe

Compliment: Keep on doing the good job you've been doing to all members of Polmed

From: CAPT JF Shingange

Received: 26/12/2024

To: Itumeleng-Hloshe

Compliment: To Itu thanks very much for attending to my email, that was too generous and very professional, keep it up your work is so excellent, I wish you got promoted to the next level. I am highly satisfied about your job, Thanks very much and God blesses you and your mana

From: W/O MJ Nyawo  
Received: 26/12/2024  
To: Joy-Zuma  
Compliment: Excellent and professional service rendered

From: W/O T April  
Received: 26/12/2024  
To: Tayibah-Rosenberg  
Compliment: Thank you for your fast and efficient service.

From: W/O A Ratheepaul  
Received: 26/12/2024  
To: Fairlynn-Olien  
Compliment: Thank you for your assistance and advise I needed the member certificate urgently and she assisted me promptly although I could have done this on WhatsApp, but the WhatsApp was not responding, she gladly helped me and advised me how to go about with self-help issues. Once again thank you and keep the good work going. MUCH APRECIATED...FAIRLYN